Student Telephone Information

Student Name: _____

The following information pertains to setting up your telephone in your assigned Dorm. Please follow the instructions below to set the greeting for your private voicemail box. If you do not have an instruction book for your Trendline phone, you may download a copy of the manual from the Telephone Office website at - http://www.oberlin.edu/purchase/telephone/. The following is the information pertinent to your phone:

Dorm:	**Mailbox No.:**
Room:	**Menu Password:**
Phone No.:	**Mailbox Password:**
	Sequence No.:

Section I - Procedures for recording student Main Greeting for rooms with multiple students

The following are the steps for recording your main menu greeting (***NOTE*** *this section is not for your individual mail box greeting nor for rooms with a single mailbox.* ***If menu password shows as N/A this section does not apply to you.***):

1) Dial "62000" – you will hear "voice item maintenance Application ID" at this prompt enter the last 4 digits of your telephone number, followed by a # sign.
2) Next you will be prompted to enter your password, enter your Menu Password a 9xxxxx number (provided above) followed by a # sign (this number is a 6 digit number and was provided by ResLife).
3) After entering the password you will hear "voice item maintenance for application ID xxxx (the last 4 digits of your phone number) prompt ID 1" at this point you will be prompted to record your message. "to begin recording press 5, when finished press the # sign."
4) After you press 5, you will hear a beep, start recording your greeting, when done press the # sign.
5) When your message is complete press 2 to review it, if acceptable hang up.
6) If want to re-record press 5 and repeat steps 4 and 5 above until you have a satisfactory message.

Example:

Room telephone number: 776-1212
Menu Password: 955550
Mailboxes: sequence number 1 = 55550 (Terry) and sequence number 2 = 55551 (Mary). You must know all the sequence numbers for the individuals assigned to your room. Numbers will be from 1-4.

Dial "62000"
When prompted enter: "1212#"
When prompted enter menu password: "955550#"
When prompted: Press 5, hear beep start recording greeting… a sample message follows…
"We are not available to answer your call right now. To leave a message for Terry press 1 – (this is sequence number 1 and the message will go to mailbox 55550). To leave a message for Mary press 2 – (this is sequence number 2 and the message will go to mailbox 55551). Thanks for calling."
Press the # sign and Hang up.

Section II - Procedures for Recording Your Personal Mailbox Greeting

To record a Personal Mailbox Greeting you must have your personal mailbox number and password. Both of these are provided above. Your mailbox number is a 5 digit number and your password is a 7 digit number in the format 11xxxxx.

To start recording your greeting dial 56600. You will be prompted to enter your mailbox number followed by a # sign. Next you will be prompted for your password. The first time you enter the system you will be required to change your password, so have a password of 6 or more numbers ready. Continue to follow the prompts to complete your recording.

Section III - Trouble shooting...

If your room is missing a phone or the phone has no dial tone contact your RA. If you are having problems with instructions contact your RA; if they can not be resolved call the operator. If the user's manual for your phone is missing go to the telephone office website, there is a downloadable pdf file available. Voice mail instructions are also available at the site. (http://www.oberlin.edu/purchase/telephone/)